

# IC Ticket Report with Category Summary

For 04/01/2005 to 06/30/2005

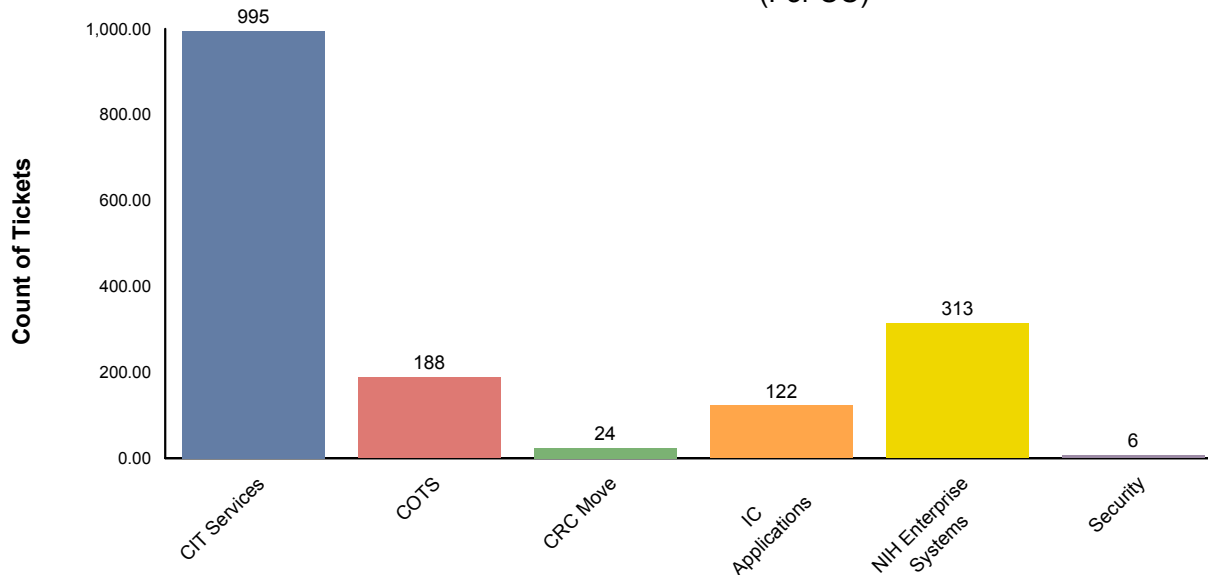
Snapshot Date: 7/5/2005

Categories have been grouped to simplify the presentation of the data. A breakdown is provided after each chart.

Total Tickets: 1,648

## Tickets By Category Summary

(For CC)



## CC 1,648

### CIT Services

995

Accounts	298
Back Office Support	19
CIT Categories	140
CIT Categories Aspect	1
CIT Categories Remedy	8
Connectivity	22
Email	98
General Information	51
iSDP/Software Distribution	1
NIHnet	205
OS/390	3
Telecommunications	120
Training	10
Unix Support	1
Video	2
Wireless Services	16

### COTS

188

Application Support	67
Hardware	121

### CRC Move

24

CRC Move	24
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### IC Applications

122

CC APPS	18
CC APPS (DCRI)	26
CC Clinical Applications	18
CC Technical Operations	33
Local LAN	19
Web Site Issue (non-CIT)	8

### NIH Enterprise Systems

313

ADB	70
EHRP Change Management	3
EHRP Func App Suppt	5
EHRP Interface	1
EHRP Non-App Specific	1
EHRP Reporting	2
EHRP Security	25
EHRP Technical	7
EHRP User Error	3
EHRP Workflow/Worklist	5
NBS Int. Des/Dev	1
NBS-User Call	135
NED	20
NIH Data Warehouse	14
NIH Services	13

IC Ticket Report with Category Summary  
For 04/01/2005 to 06/30/2005

Snapshot Date: 7/5/2005

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NVision	8	
<b>Security</b>		<b>6</b>
Security	6	

# IC Ticket Report with Category Summary

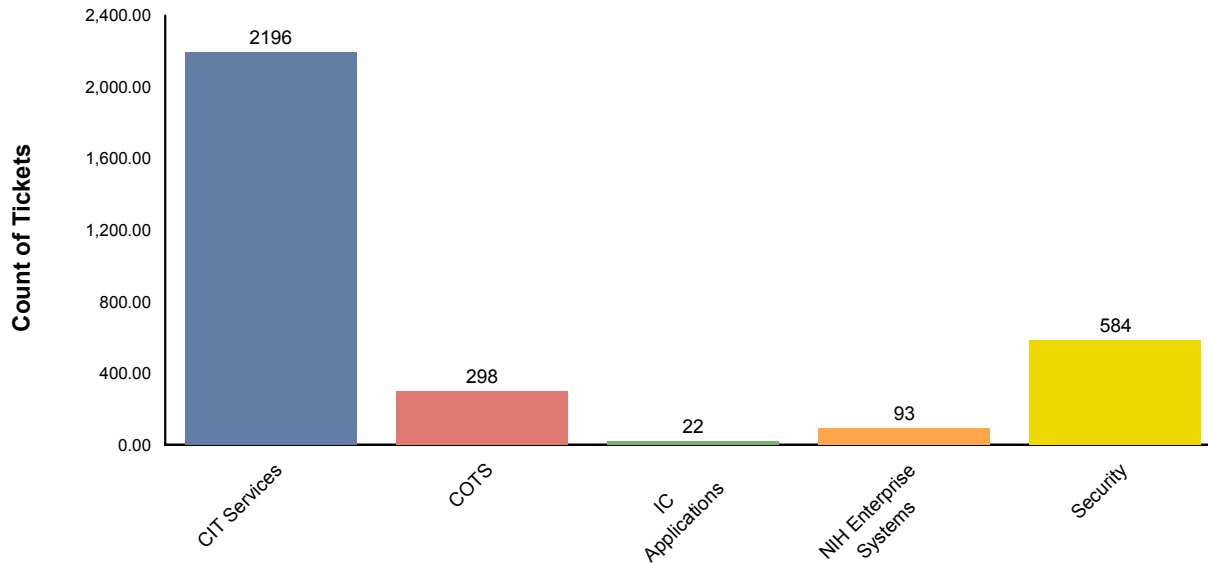
For 04/01/2005 to 06/30/2005

Snapshot Date: 7/5/2005

Categories have been grouped to simplify the presentation of the data. A breakdown is provided after each chart.

Total Tickets: 3,193

## Tickets By Category Summary (For CIT)



### CIT 3,193

#### CIT Services

2,196

Accounts	485
ASR	1
Back Office Support	76
CIT Categories	105
CIT Categories Aspect	6
CIT Categories Remedy	132
Connectivity	57
Email	957
General Information	171
Helix Support	2
iSDP/Software Distribution	1
NECS	8
NIHnet	74
OS/390	18
Project Work	4
Telecommunications	33
Training	4
Video	5
Wireless Services	57

#### COTS

298

Application Support	114
Hardware	184

#### IC Applications

22

E-Grants	1
Local LAN	15
NIAMS	1
OIT Categories	1
Web Site Issue (non-CIT)	4

#### NIH Enterprise Systems

93

ADB	15
EHRP Change Management	1
EHRP Func App Suppt	1
EHRP Security	4
EHRP Technical	5
EHRP User Error	1
eRA-COMMONS	1
eRA-IMPAC II	1
NBS-User Call	29
NED	15
NIH Data Warehouse	8
NIH Services	8
NVision	4

#### Security

584

Anti Virus SW	8
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IC Ticket Report with Category Summary  
For 04/01/2005 to 06/30/2005

Snapshot Date: 7/5/2005

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Security

576

# IC Ticket Report with Category Summary

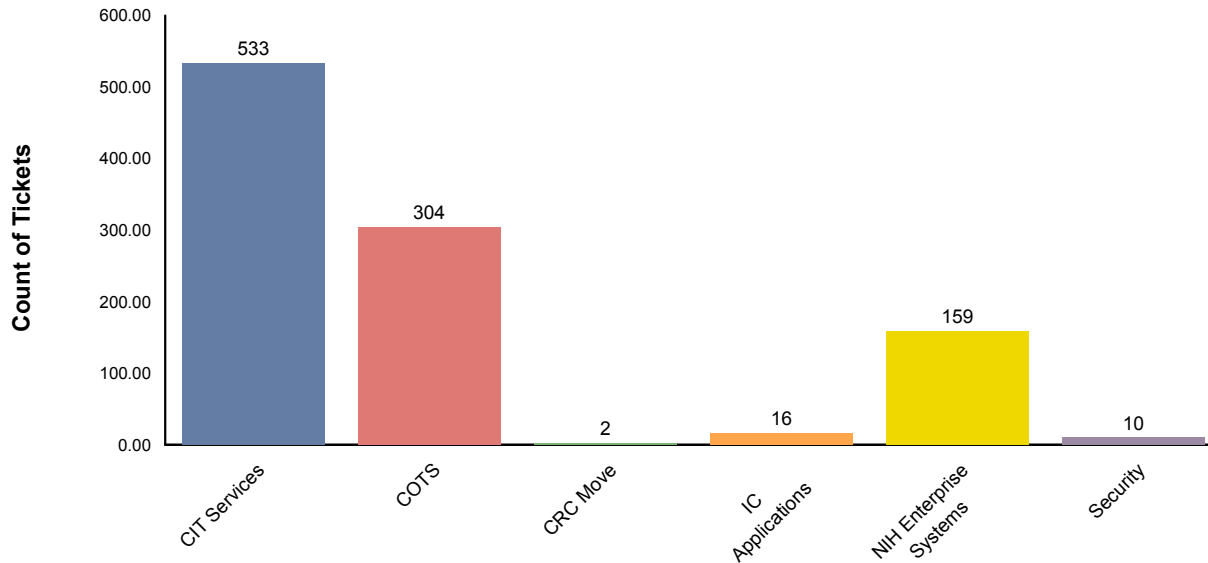
For 04/01/2005 to 06/30/2005

Snapshot Date: 7/5/2005

Categories have been grouped to simplify the presentation of the data. A breakdown is provided after each chart.

Total Tickets: 1,024

## Tickets By Category Summary (For CSR)



### CSR

1,024

#### CIT Services

533

Accounts	186
Back Office Support	69
CIT Categories	26
CIT Categories Remedy	2
Connectivity	64
Email	100
General Information	38
NIHnet	6
Telecommunications	12
Training	3
Video	1
Wireless Services	26

#### COTS

304

Application Support	87
Hardware	217

#### CRC Move

2

CRC Move	2
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#### IC Applications

16

Local LAN	11
Web Site Issue (non-CIT)	5

#### NIH Enterprise Systems

159

ADB	7
EHRP Security	2
EHRP Workflow/Worklist	1
eRA-COMMONS	15
eRA-IMPAC II	59
eRA-Software BA	11
NBS Enhancement	1
NBS-User Call	12
NED	5
NIH Services	44
NVision	2

#### Security

10

Anti Virus SW	1
Security	9

# IC Ticket Report with Category Summary

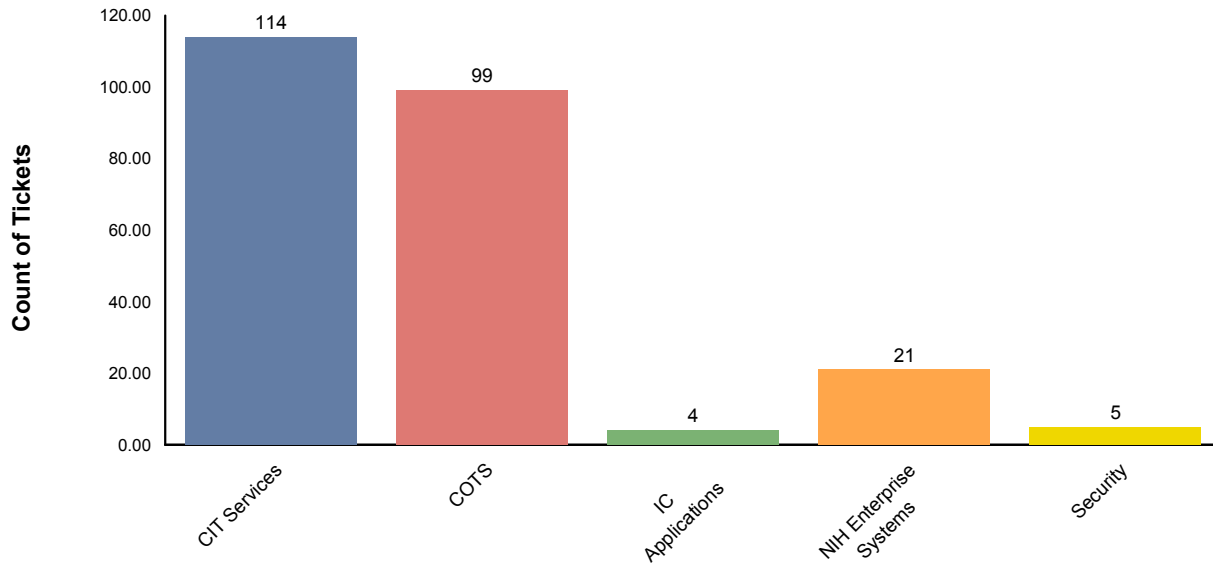
For 04/01/2005 to 06/30/2005

Snapshot Date: 7/5/2005

Categories have been grouped to simplify the presentation of the data. A breakdown is provided after each chart.

Total Tickets: 243

## Tickets By Category Summary (For FIC)



### FIC 243

#### CIT Services 114

Accounts	32
Back Office Support	14
CIT Categories	7
Connectivity	3
Email	36
General Information	5
iSDP/Software Distribution	3
NIHnet	1
Training	4
Wireless Services	9

#### COTS 99

Application Support	36
Hardware	63

#### IC Applications 4

Local LAN	3
Web Site Issue (non-CIT)	1

#### NIH Enterprise Systems 21

ADB	2
eRA-IMPAC II	3
eRA-Software BA	1
NBS-User Call	8
NED	2
NIH Data Warehouse	2
NIH Services	3

#### Security 5

Anti Virus SW	1
Security	4

# IC Ticket Report with Category Summary

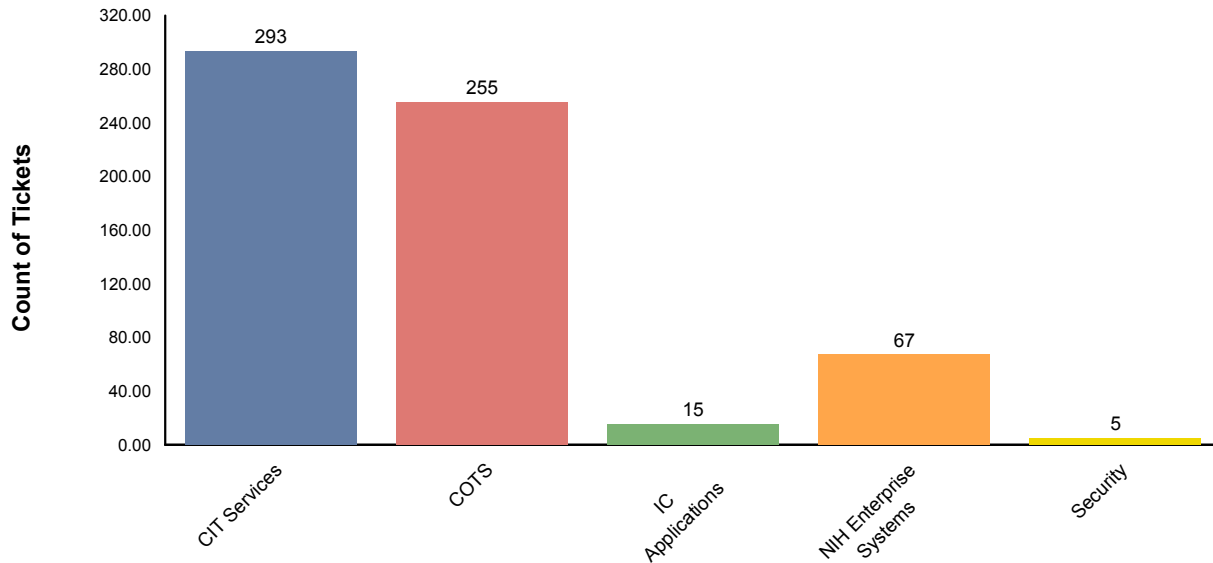
For 04/01/2005 to 06/30/2005

Snapshot Date: 7/5/2005

Categories have been grouped to simplify the presentation of the data. A breakdown is provided after each chart.

Total Tickets: 635

## Tickets By Category Summary (For NCCAM)



NCCAM		635
<b>CIT Services</b>		<b>293</b>
Accounts	106	
Back Office Support	76	
CIT Categories	10	
Connectivity	8	
Email	54	
General Information	12	
iSDP/Software Distribution	1	
NIHnet	1	
Telecommunications	4	
Training	4	
Video	2	
Wireless Services	15	
<b>COTS</b>		<b>255</b>
Application Support	64	
Hardware	191	
<b>IC Applications</b>		<b>15</b>
CC APPS (DCRI)	1	
CC Clinical Applications	4	
Local LAN	9	
Web Site Issue (non-CIT)	1	
<b>NIH Enterprise Systems</b>		<b>67</b>
ADB	11	
EHRP Security	2	
eRA-COMMONS	1	
eRA-IMPAC II	9	
NBS-User Call	31	
NED	1	
NIH Services	10	
NVision	2	
<b>Security</b>		<b>5</b>
Anti Virus SW	2	
Security	3	

# IC Ticket Report with Category Summary

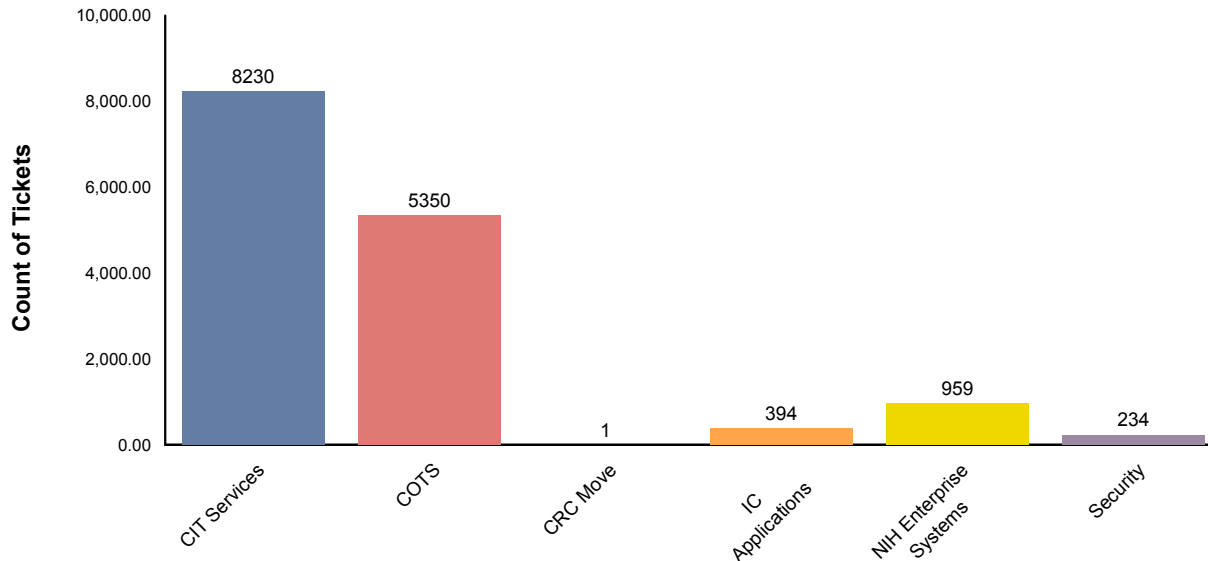
For 04/01/2005 to 06/30/2005

Snapshot Date: 7/5/2005

Categories have been grouped to simplify the presentation of the data. A breakdown is provided after each chart.

Total Tickets: 15,168

## Tickets By Category Summary (For NCI)



NCI 15,168

### CIT Services

8,230

Accounts	3,729
Back Office Support	1,084
CIT Categories	304
CIT Categories Remedy	9
Connectivity	356
Email	1,444
General Information	335
Helix Support	15
iSDP/Software Distribution	19
NECS	2
NIHnet	126
OS/390	32
Pubs	1
Telecommunications	218
Training	254
Video	28
Wireless Services	274

### COTS

5,350

Application Support	1,949
Hardware	3,401

### CRC Move

1

CRC Move	1
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### IC Applications

394

CC APPS	23
CC APPS (DCRI)	42
CC Clinical Applications	30
CC Technical Operations	4
E-Grants	12
Local LAN	178
Web Site Issue (non-CIT)	105

### NIH Enterprise Systems

959

ADB	196
EHRP Change Management	3
EHRP Func App Suppt	8
EHRP Non-App Specific	1
EHRP Reporting	2
EHRP Security	79
EHRP Technical	13
EHRP User Error	1
EHRP Workflow/Worklist	16
eRA-IMPAC II	11
NBS Int. Des/Dev	1
NBS-User Call	438
NED	96



IC Ticket Report with Category Summary  
For 04/01/2005 to 06/30/2005

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NIH Data Warehouse	19	
NIH Services	69	
NVision	6	
Security		234
Anti Virus SW	27	
Security	207	

# IC Ticket Report with Category Summary

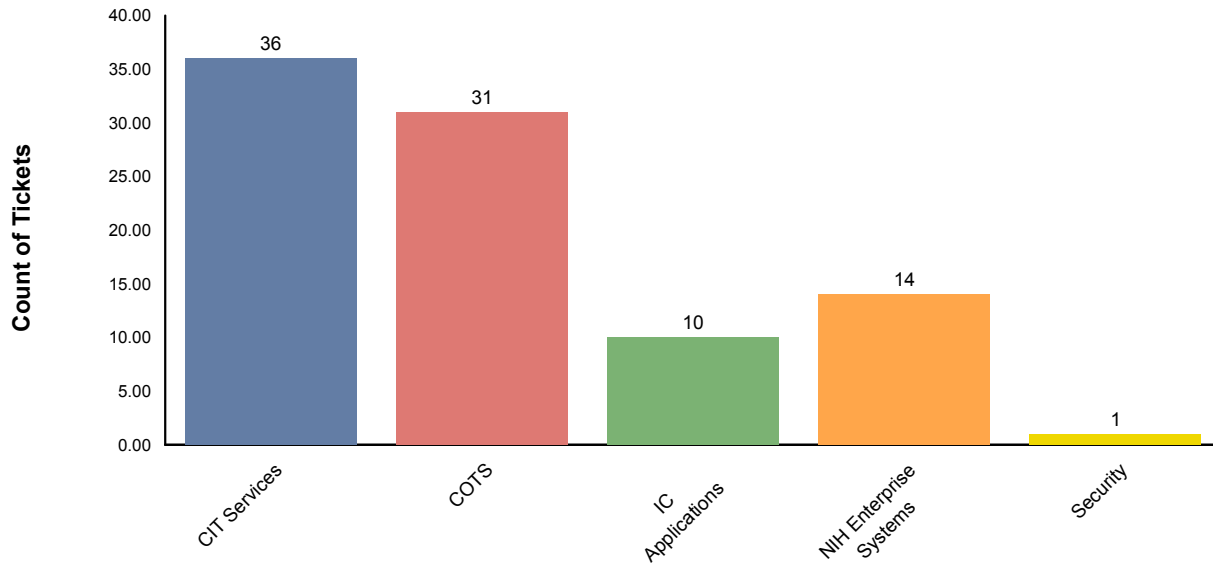
For 04/01/2005 to 06/30/2005

Snapshot Date: 7/5/2005

Categories have been grouped to simplify the presentation of the data. A breakdown is provided after each chart.

Total Tickets: 92

## Tickets By Category Summary (For NCMHD)



NCMHD		92
<b>CIT Services</b>		<b>36</b>
Accounts	12	
Back Office Support	7	
Connectivity	4	
Email	7	
General Information	2	
NIHnet	1	
Wireless Services	3	
<b>COTS</b>		<b>31</b>
Application Support	6	
Hardware	25	
<b>IC Applications</b>		<b>10</b>
Local LAN	5	
OIT Categories	2	
Web Site Issue (non-CIT)	3	
<b>NIH Enterprise Systems</b>		<b>14</b>
ADB	2	
eRA-IMPAC II	1	
NBS-User Call	9	
NED	1	
NIH Services	1	
<b>Security</b>		<b>1</b>
Security	1	

# IC Ticket Report with Category Summary

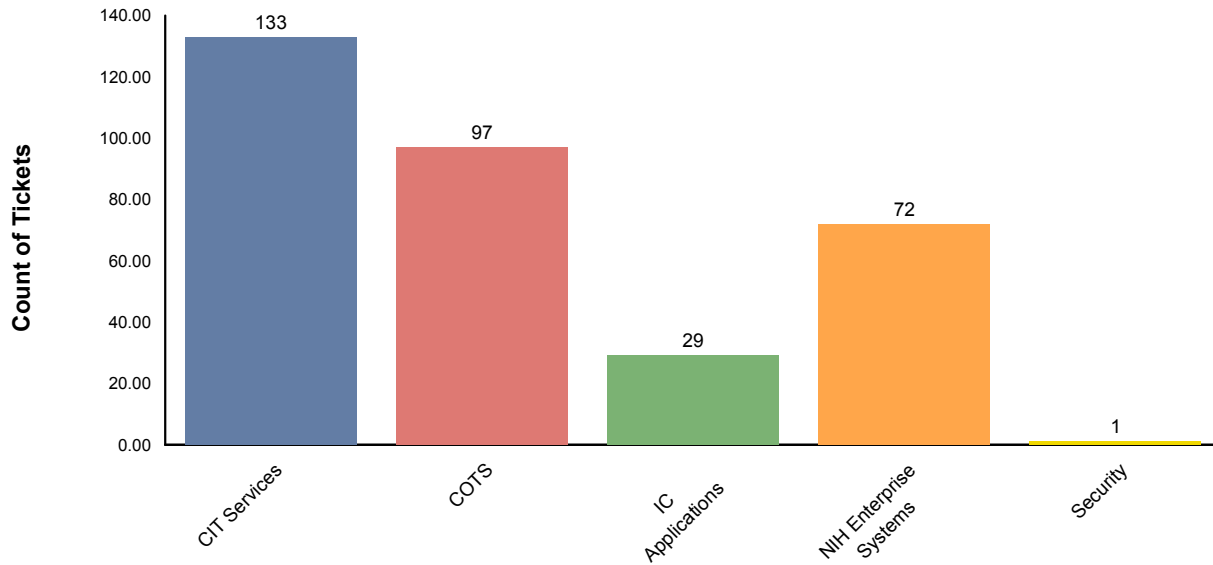
For 04/01/2005 to 06/30/2005

Snapshot Date: 7/5/2005

Categories have been grouped to simplify the presentation of the data. A breakdown is provided after each chart.

Total Tickets: 332

## Tickets By Category Summary (For NCRR)



NCRR		332
<b>CIT Services</b>		<b>133</b>
Accounts	28	
Back Office Support	11	
CIT Categories	22	
CIT Categories Remedy	1	
Connectivity	10	
Email	23	
General Information	9	
iSDP/Software Distribution	1	
Telecommunications	4	
Video	3	
Wireless Services	21	
<b>COTS</b>		<b>97</b>
Application Support	70	
Hardware	27	
<b>IC Applications</b>		<b>29</b>
Local LAN	3	
Web Site Issue (non-CIT)	26	
<b>NIH Enterprise Systems</b>		<b>72</b>
ADB	3	
EHRP Change Management	1	
EHRP Security	5	
EHRP Workflow/Worklist	4	
eRA-IMPAC II	9	
eRA-Software BA	1	
NBS-User Call	29	
NED	3	
NIH Data Warehouse	3	
NIH Services	8	
NVision	6	
<b>Security</b>		<b>1</b>
Anti Virus SW	1	

# IC Ticket Report with Category Summary

For 04/01/2005 to 06/30/2005

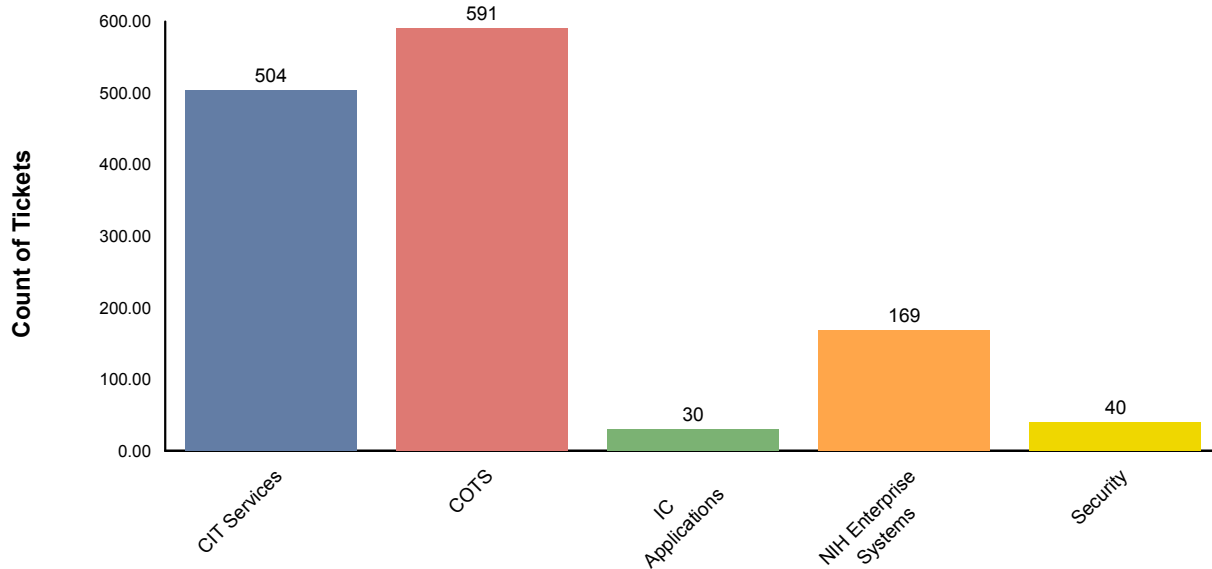
Snapshot Date: 7/5/2005

Categories have been grouped to simplify the presentation of the data. A breakdown is provided after each chart.

Total Tickets: 1,334

## Tickets By Category Summary

(For NEI)



NEI 1,334

### CIT Services

504

Accounts	135
Back Office Support	120
CIT Categories	13
CIT Categories Remedy	8
Connectivity	23
Email	124
General Information	19
Helix Support	1
iSDP/Software Distribution	4
NECS	1
NIHnet	19
OS/390	6
Telecommunications	11
Training	1
Video	2
Wireless Services	17

### COTS

591

Application Support	223
Hardware	368

### IC Applications

30

CC APPS	5
Local LAN	18
Web Site Issue (non-CIT)	7

### NIH Enterprise Systems

169

ADB	35
EHRP Change Management	1
EHRP Reporting	1
EHRP Security	9
EHRP Technical	1
EHRP User Error	1
EHRP Workflow/Worklist	3
eRA-IMPAC II	4
eRA-Software BA	1
NBS-User Call	84
NED	7
NIH Data Warehouse	5
NIH Services	13
NVision	4

### Security

40

Anti Virus SW	5
Security	35

# IC Ticket Report with Category Summary

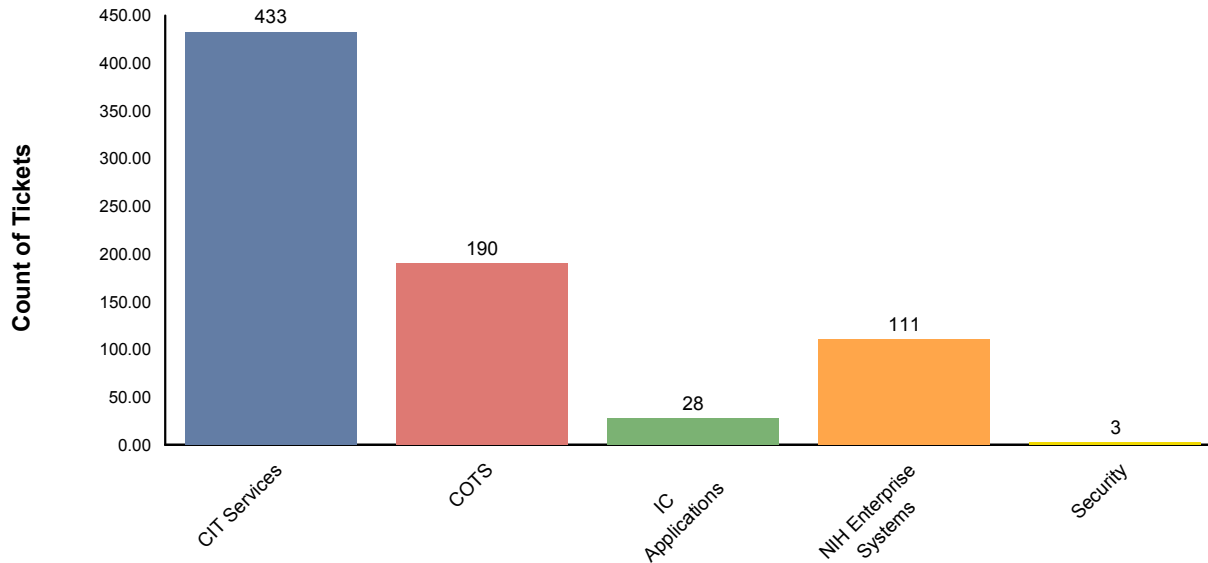
For 04/01/2005 to 06/30/2005

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Categories have been grouped to simplify the presentation of the data. A breakdown is provided after each chart.

Total Tickets: 765

## Tickets By Category Summary (For NHGRI)



NHGRI		765
<b>CIT Services</b>		<b>433</b>
Accounts	167	
Back Office Support	27	
CIT Categories	20	
CIT Categories Remedy	6	
Connectivity	32	
Email	86	
General Information	8	
Helix Support	1	
iSDP/Software Distribution	2	
NIHnet	23	
OS/390	12	
Telecommunications	15	
Training	5	
Video	2	
Wireless Services	27	
<b>COTS</b>		<b>190</b>
Application Support	75	
Hardware	115	
<b>IC Applications</b>		<b>28</b>
CC APPS	1	
CC APPS (DCRI)	2	
CC Clinical Applications	4	
CC Technical Operations	1	
Local LAN	13	
Web Site Issue (non-CIT)	7	
<b>NIH Enterprise Systems</b>		<b>111</b>
ADB	34	
EHRP Func App Suppt	1	
EHRP Security	6	
EHRP Workflow/Worklist	1	
eRA-IMPAC II	3	
eRA-Software BA	1	
NBS-User Call	48	
NED	6	
NIH Data Warehouse	2	
NIH Services	7	
NVision	2	
<b>Security</b>		<b>3</b>
Security	3	

# IC Ticket Report with Category Summary

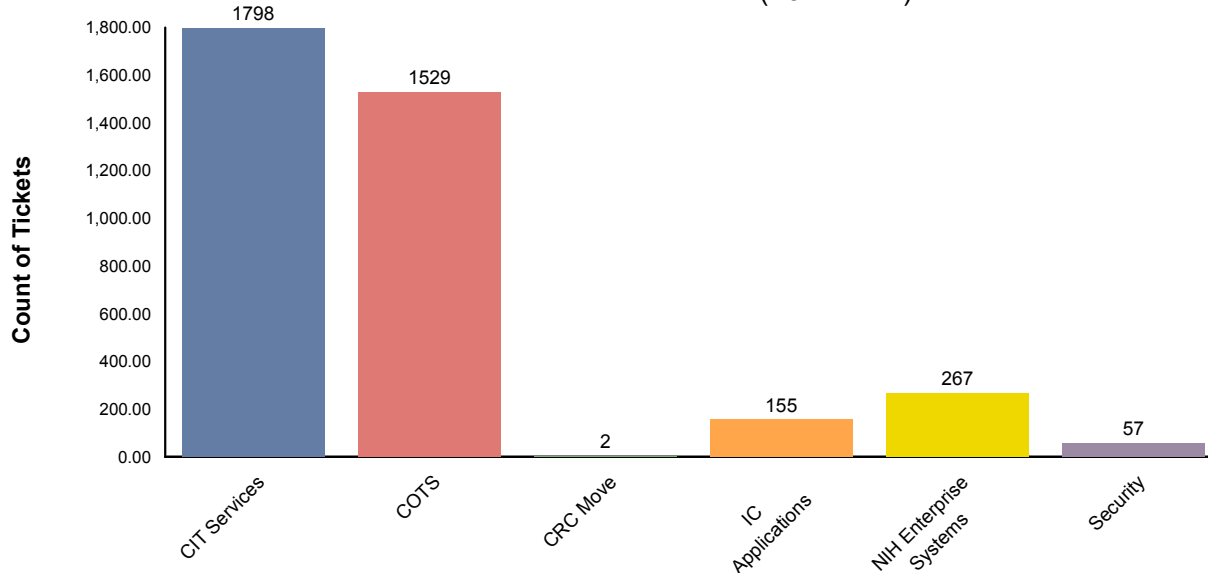
For 04/01/2005 to 06/30/2005

Snapshot Date: 7/5/2005

Categories have been grouped to simplify the presentation of the data. A breakdown is provided after each chart.

Total Tickets: 3,808

## Tickets By Category Summary (For NHLBI)



### NHLBI 3,808

#### CIT Services

1,798

Accounts	610
Back Office Support	213
CIT Categories	60
CIT Categories Remedy	3
Connectivity	115
Email	438
General Information	87
Helix Support	7
iSDP/Software Distribution	9
NECS	1
NIHnet	54
OS/390	10
Telecommunications	69
Training	26
Video	3
Wireless Services	93

#### COTS

1,529

Application Support	575
Hardware	954

#### CRC Move

2

CRC Move	2
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#### IC Applications

155

CC APPS	11
CC APPS (DCRI)	5
CC Clinical Applications	10
CC Technical Operations	2
E-Grants	3
Local LAN	102
Web Site Issue (non-CIT)	22

#### NIH Enterprise Systems

267

ADB	58
EHRP Func App Suppt	2
EHRP Security	11
EHRP Technical	2
EHRP Workflow/Worklist	2
eRA-IMPAC II	17
eRA-Software BA	1
NBS-User Call	109
NED	22
NIH Data Warehouse	15
NIH Services	28

#### Security

57

Anti Virus SW	11
Security	46

# IC Ticket Report with Category Summary

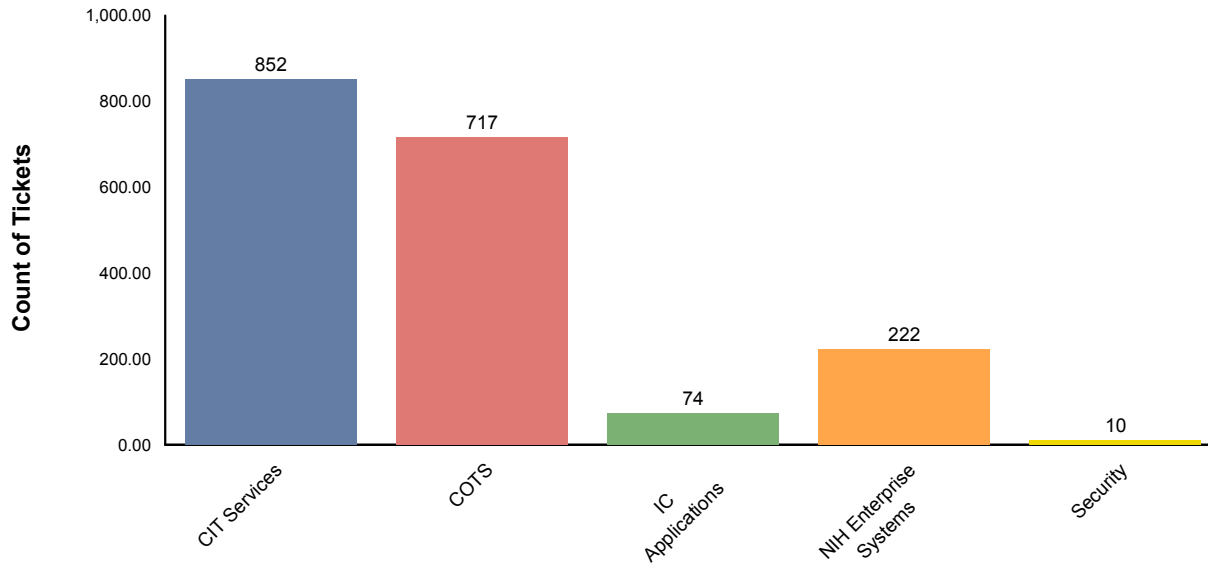
For 04/01/2005 to 06/30/2005

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Categories have been grouped to simplify the presentation of the data. A breakdown is provided after each chart.

Total Tickets: 1,875

## Tickets By Category Summary (For NIA)



### NIA 1,875

#### CIT Services

852

Accounts	274
Back Office Support	123
CIT Categories	63
CIT Categories Remedy	5
Connectivity	44
Email	154
General Information	35
Helix Support	2
iSDP/Software Distribution	2
NIHnet	16
OS/390	3
Telecommunications	83
Training	3
Video	9
Wireless Services	36

#### COTS

717

Application Support	240
Hardware	477

#### IC Applications

74

CC APPS	1
Local LAN	29
Web Site Issue (non-CIT)	44

#### NIH Enterprise Systems

222

ADB	31
EHRP Non-App Specific	1
EHRP Security	11
EHRP Technical	2
EHRP Workflow/Worklist	4
eRA-COMMONS	2
eRA-IMPAC II	26
eRA-Software BA	10
NBS-User Call	89
NED	15
NIH Data Warehouse	4
NIH Services	25
NVision	2

#### Security

10

Security	10
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# IC Ticket Report with Category Summary

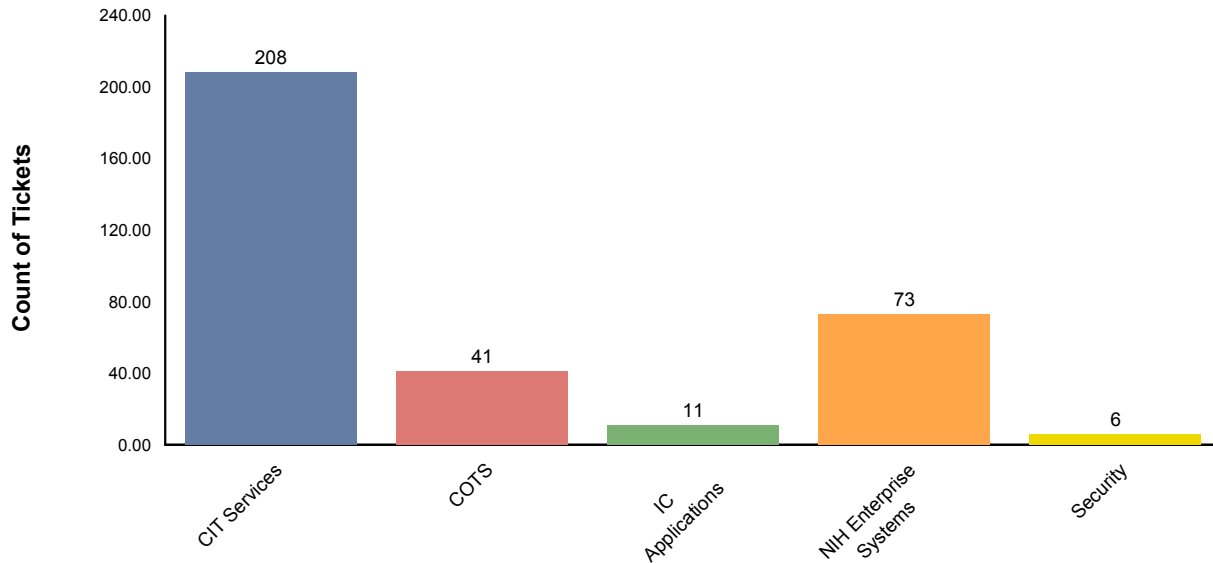
For 04/01/2005 to 06/30/2005

Snapshot Date: 7/5/2005

Categories have been grouped to simplify the presentation of the data. A breakdown is provided after each chart.

Total Tickets: 339

## Tickets By Category Summary (For NIAAA)



### NIAAA

339

#### CIT Services

208

Accounts	81
Back Office Support	9
CIT Categories	28
CIT Categories Remedy	4
Connectivity	6
Email	25
General Information	8
Helix Support	2
NIHnet	22
OS/390	1
Telecommunications	7
Training	8
Video	1
Wireless Services	6

#### COTS

41

Application Support	13
Hardware	28

#### IC Applications

11

CC APPS (DCRI)	1
Local LAN	6
Web Site Issue (non-CIT)	4

#### NIH Enterprise Systems

73

ADB	18
EHRP Change Management	1
EHRP Security	7
EHRP Technical	1
eRA-IMPAC II	2
eRA-Software BA	1
NBS-User Call	25
NED	7
NIH Data Warehouse	5
NIH Services	4
NVision	2

#### Security

6

Anti Virus SW	1
Security	5



# IC Ticket Report with Category Summary

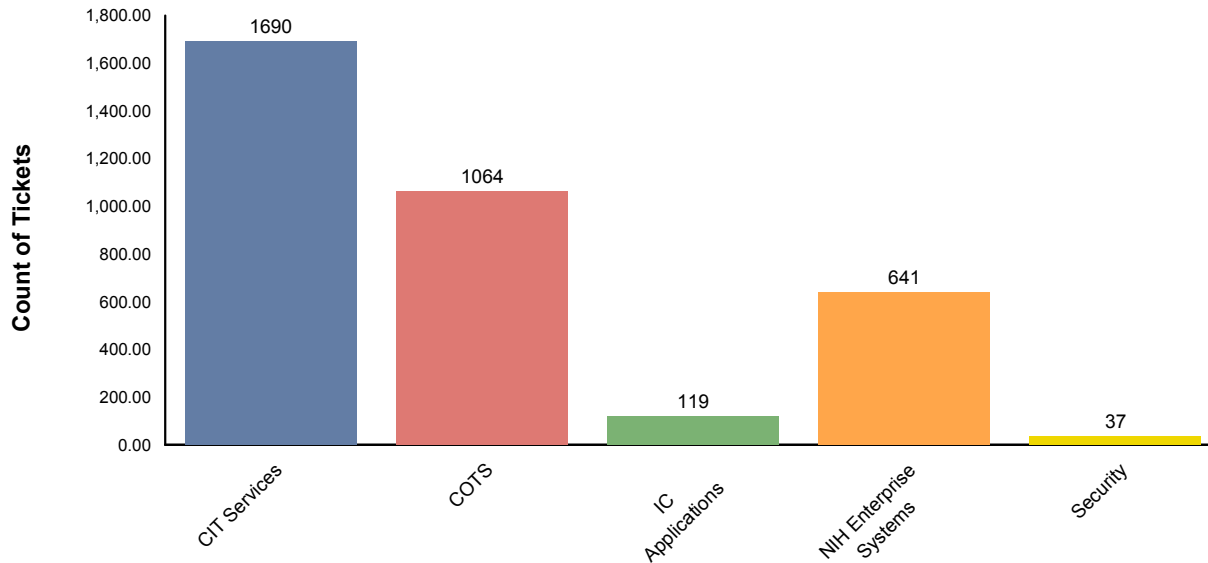
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Categories have been grouped to simplify the presentation of the data. A breakdown is provided after each chart.

Total Tickets: 3,551

## Tickets By Category Summary (For NIAID)



### NIAID 3,551

#### CIT Services

1,690

Accounts	487
Back Office Support	251
CIT Categories	138
CIT Categories Remedy	3
Connectivity	66
Email	330
General Information	77
Helix Support	5
iSDP/Software Distribution	6
NECS	4
NIHnet	17
OS/390	7
Telecommunications	59
Training	37
Video	13
Wireless Services	190

#### COTS

1,064

Application Support	373
Hardware	691

#### IC Applications

119

CC APPS	3
CC APPS (DCRI)	23
CC Clinical Applications	4
CC Technical Operations	1
Local LAN	56
OIT Categories	1
Web Site Issue (non-CIT)	31

#### NIH Enterprise Systems

641

ADB	88
EHRP Change Management	1
EHRP Func App Suppt	8
EHRP Reporting	4
EHRP Security	79
EHRP Technical	14
EHRP User Error	2
EHRP Workflow/Worklist	3
eRA-COMMONS	1
eRA-IMPAC II	35
eRA-Software BA	2
NBS-User Call	300
NED	22
NIH Data Warehouse	14
NIH Services	63
NVision	5

IC Ticket Report with Category Summary  
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Categories have been grouped to simplify the presentation of the data. A breakdown is provided after each chart.

Security	37
Anti Virus SW	6
Security	31

# IC Ticket Report with Category Summary

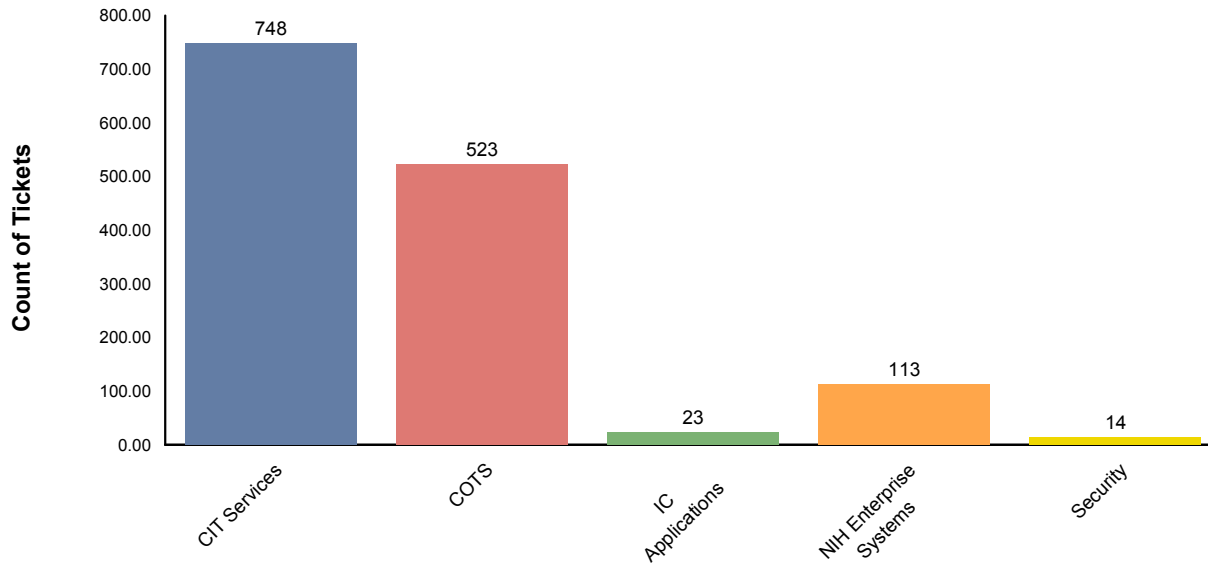
For 04/01/2005 to 06/30/2005

Snapshot Date: 7/5/2005

Categories have been grouped to simplify the presentation of the data. A breakdown is provided after each chart.

Total Tickets: 1,421

## Tickets By Category Summary (For NIAMS)



### NIAMS 1,421

#### CIT Services

748

Accounts	338
Back Office Support	102
CIT Categories	27
CIT Categories Remedy	6
Connectivity	32
Email	133
General Information	40
Helix Support	1
iSDP/Software Distribution	3
NIHnet	10
Telecommunications	14
Training	2
Unix Support	1
Video	3
Wireless Services	36

#### COTS

523

Application Support	174
Hardware	349

#### IC Applications

23

CC APPS	2
CC APPS (DCRI)	2
CC Clinical Applications	1
Local LAN	10
Web Site Issue (non-CIT)	8

#### NIH Enterprise Systems

113

ADB	25
EHRP Security	1
eRA-Software BA	1
NBS-User Call	55
NED	7
NIH Data Warehouse	1
NIH Services	20
NVision	3

#### Security

14

Anti Virus SW	2
Security	12

# IC Ticket Report with Category Summary

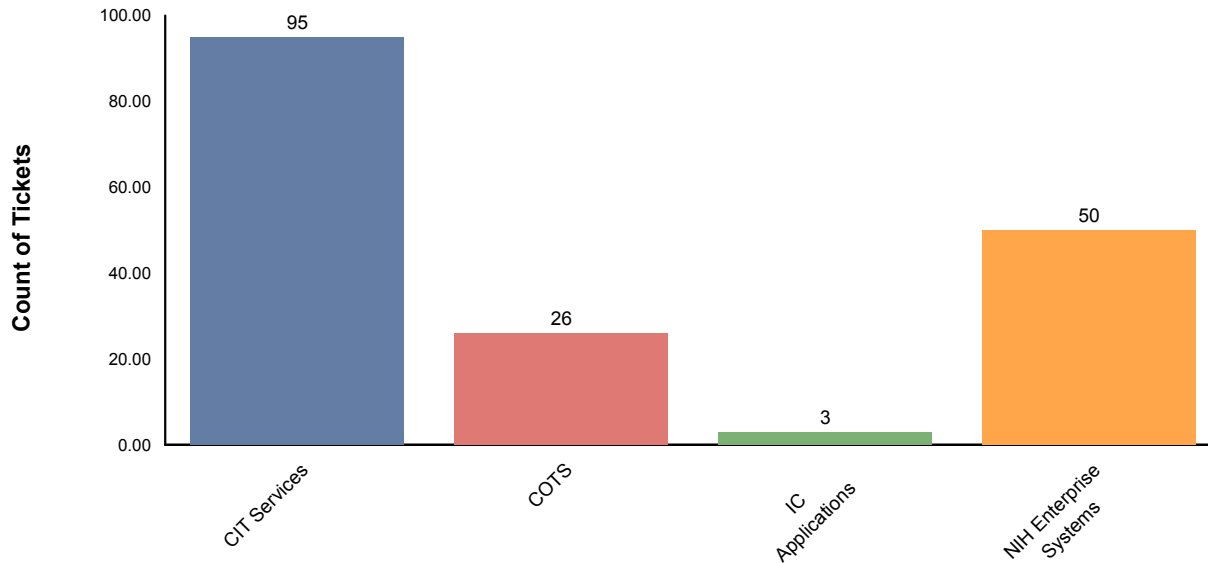
For 04/01/2005 to 06/30/2005

Snapshot Date: 7/5/2005

Categories have been grouped to simplify the presentation of the data. A breakdown is provided after each chart.

Total Tickets: 174

## Tickets By Category Summary (For NIBIB)



### NIBIB 174

#### CIT Services

95

Accounts	34
Back Office Support	17
CIT Categories	12
Connectivity	4
Email	12
General Information	6
NIHnet	1
OS/390	2
Telecommunications	1
Training	1
Wireless Services	5

#### COTS

26

Application Support	5
Hardware	21

#### IC Applications

3

Local LAN	2
Web Site Issue (non-CIT)	1

#### NIH Enterprise Systems

50

ADB	13
EHRP Security	2
eRA-IMPAC II	4
eRA-Software BA	1
NBS-User Call	15
NED	3
NIH Data Warehouse	2
NIH Services	10

# IC Ticket Report with Category Summary

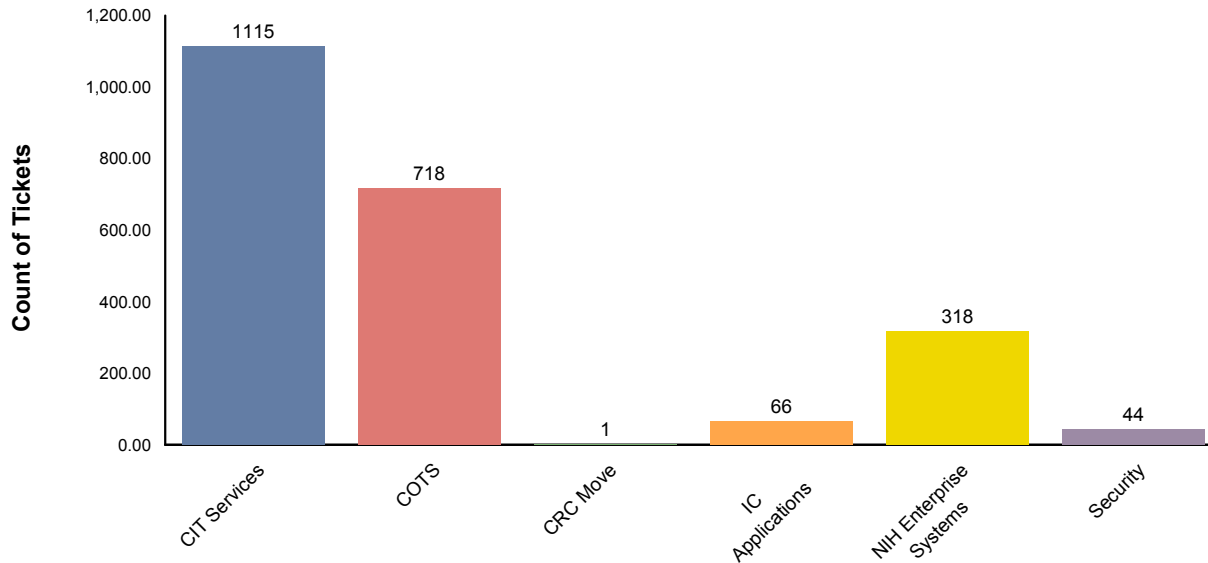
For 04/01/2005 to 06/30/2005

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Categories have been grouped to simplify the presentation of the data. A breakdown is provided after each chart.

Total Tickets: 2,262

## Tickets By Category Summary (For NICHD)



### NICHD 2,262

#### CIT Services

1,115

Accounts	464
Back Office Support	87
CIT Categories	66
CIT Categories Remedy	3
Connectivity	59
Email	214
General Information	65
Helix Support	2
iSDP/Software Distribution	5
NIHnet	39
OS/390	5
Project Work	3
Telecommunications	36
Training	12
Wireless Services	55

#### COTS

718

Application Support	279
Hardware	439

#### CRC Move

1

CRC Move	1
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#### IC Applications

66

CC APPS	4
CC APPS (DCRI)	6
CC Clinical Applications	1
CC Technical Operations	1
Local LAN	39
OIT Categories	3
Web Site Issue (non-CIT)	12

#### NIH Enterprise Systems

318

ADB	38
EHRP Change Management	1
EHRP Func App Suppt	1
EHRP Security	11
EHRP Technical	1
EHRP Workflow/Worklist	2
eRA-IMPAC II	23
eRA-Software BA	3
NBS Enhancement	1
NBS-User Call	157
NED	40
NIH Data Warehouse	5
NIH Services	32
NVision	3

#### Security

44

IC Ticket Report with Category Summary  
For 04/01/2005 to 06/30/2005

Snapshot Date: 7/5/2005

Categories have been grouped to simplify the presentation of the data. A breakdown is provided after each chart.

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Anti Virus SW	12
Security	32

# IC Ticket Report with Category Summary

For 04/01/2005 to 06/30/2005

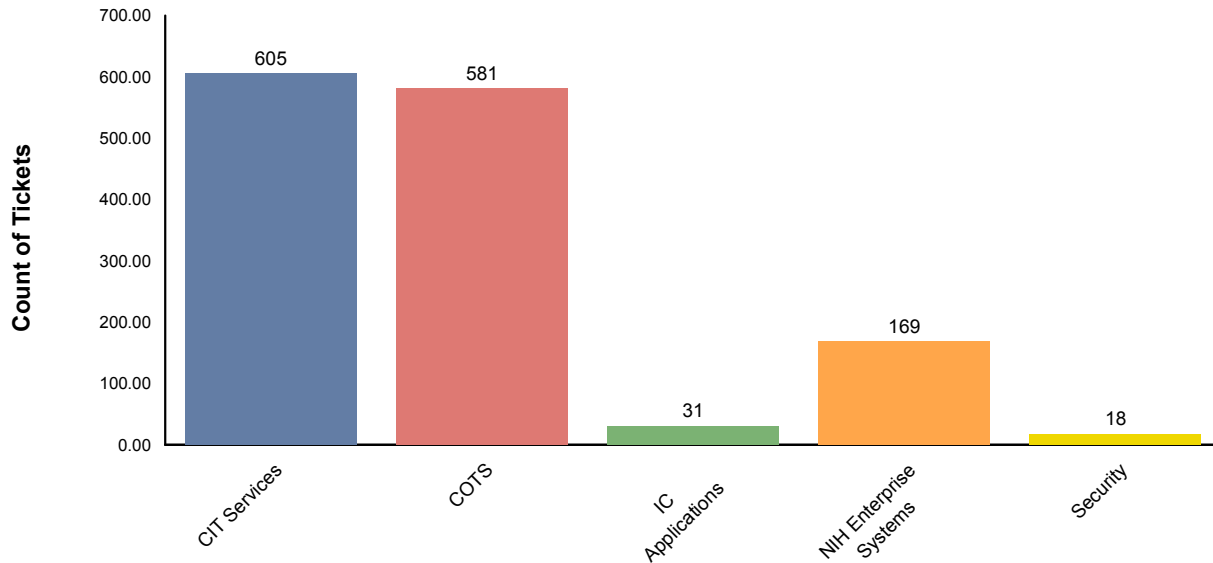
Snapshot Date: 7/5/2005

Categories have been grouped to simplify the presentation of the data. A breakdown is provided after each chart.

Total Tickets: 1,404

## Tickets By Category Summary

(For NIDA)



**NIDA** **1,404**

### CIT Services

**605**

Accounts	251
Back Office Support	54
CIT Categories	52
CIT Categories Remedy	3
Connectivity	20
Email	103
General Information	27
Helix Support	1
iSDP/Software Distribution	6
NECS	2
NIHnet	25
OS/390	3
Telecommunications	6
Training	4
Video	4
Wireless Services	44

### COTS

**581**

Application Support	195
Hardware	386

### IC Applications

**31**

Local LAN	22
Web Site Issue (non-CIT)	9

### NIH Enterprise Systems

**169**

ADB	22
EHRP Security	7
EHRP Technical	1
eRA-COMMONS	4
eRA-IMPAC II	22
eRA-Software BA	7
NBS-User Call	58
NED	15
NIH Data Warehouse	6
NIH Services	27

### Security

**18**

Anti Virus SW	4
Security	14

# IC Ticket Report with Category Summary

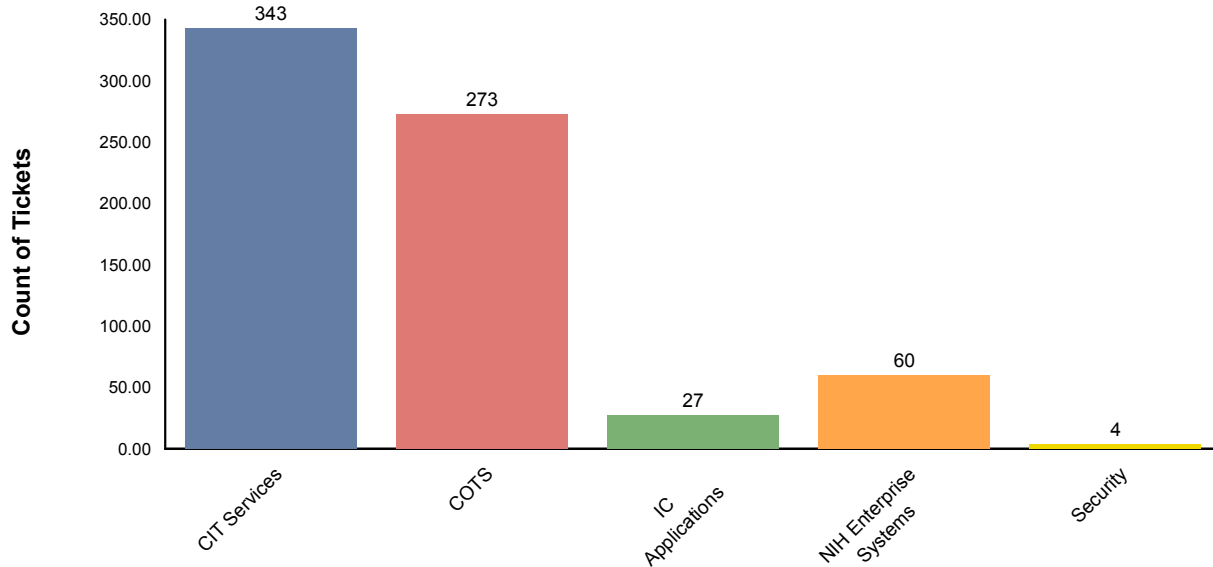
For 04/01/2005 to 06/30/2005

Snapshot Date: 7/5/2005

Categories have been grouped to simplify the presentation of the data. A breakdown is provided after each chart.

Total Tickets: 707

## Tickets By Category Summary (For NIDCD)



### NIDCD

707

#### CIT Services

343

Accounts	117
Back Office Support	66
CIT Categories	14
CIT Categories Remedy	2
Connectivity	6
Email	64
General Information	16
Helix Support	2
iSDP/Software Distribution	4
NIHnet	12
OS/390	1
Telecommunications	15
Training	3
Video	1
Wireless Services	20

#### COTS

273

Application Support	109
Hardware	164

#### IC Applications

27

CC APPS	1
CC APPS (DCRI)	1
CC Clinical Applications	3
CC Technical Operations	2
Local LAN	15
Web Site Issue (non-CIT)	5

#### NIH Enterprise Systems

60

ADB	10
EHRP Security	5
eRA-COMMONS	2
eRA-IMPAC II	13
NBS-User Call	16
NED	2
NIH Services	12

#### Security

4

Anti Virus SW	2
Security	2



# IC Ticket Report with Category Summary

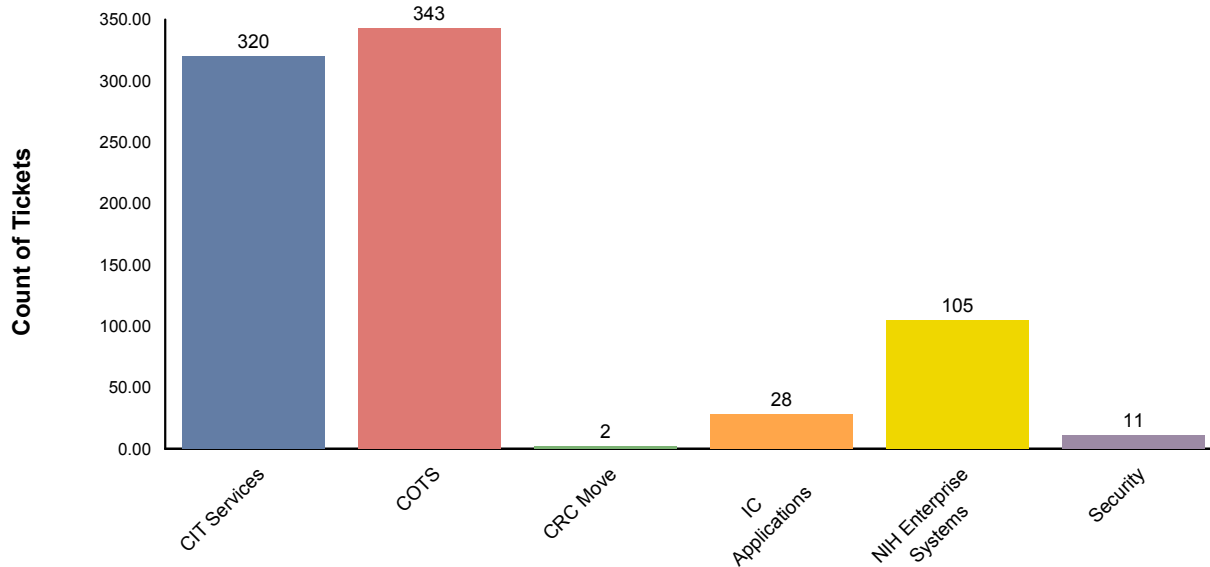
For 04/01/2005 to 06/30/2005

Snapshot Date: 7/5/2005

Categories have been grouped to simplify the presentation of the data. A breakdown is provided after each chart.

Total Tickets: 809

## Tickets By Category Summary (For NIDCR)



### NIDCR

809

#### CIT Services

320

Accounts	123
Back Office Support	31
CIT Categories	23
CIT Categories Remedy	2
Connectivity	23
Email	66
General Information	9
Helix Support	5
iSDP/Software Distribution	4
NIHnet	6
OS/390	1
Telecommunications	10
Training	8
Video	1
Wireless Services	8

#### COTS

343

Application Support	138
Hardware	205

#### CRC Move

2

CRC Move	2
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#### IC Applications

28

CC APPS	1
CC APPS (DCRI)	2
CC Clinical Applications	2
Local LAN	16
Web Site Issue (non-CIT)	7

#### NIH Enterprise Systems

105

ADB	18
EHRP Func App Suppt	1
EHRP Security	7
eRA-IMPAC II	3
eRA-Software BA	2
NBS-User Call	56
NED	4
NIH Data Warehouse	1
NIH Services	9
NVision	4

#### Security

11

Anti Virus SW	4
Security	7

# IC Ticket Report with Category Summary

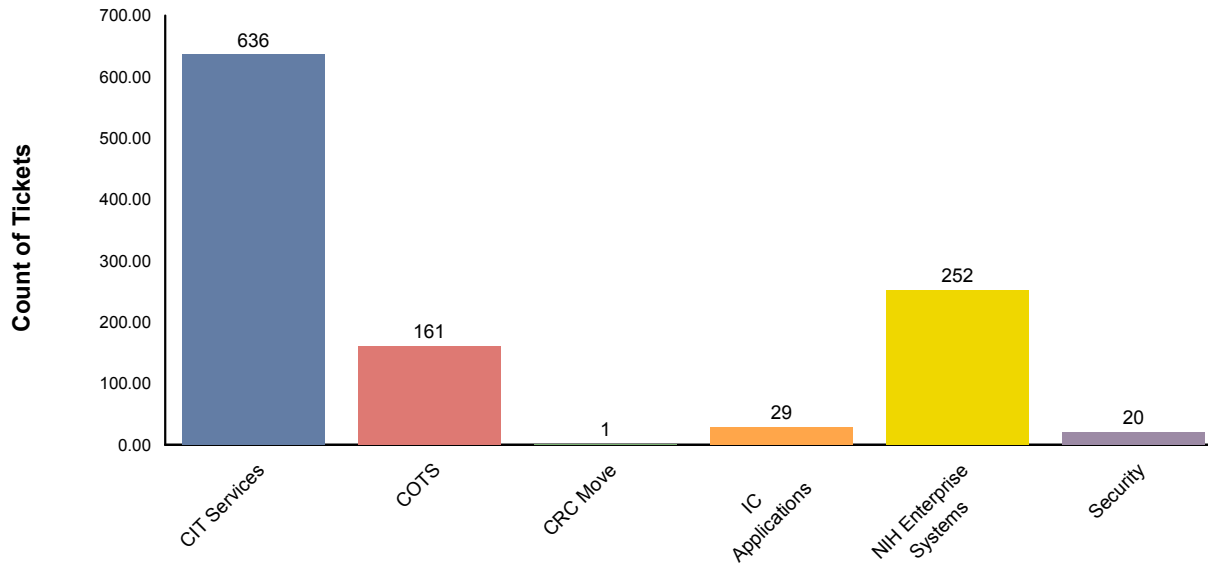
For 04/01/2005 to 06/30/2005

Snapshot Date: 7/5/2005

Categories have been grouped to simplify the presentation of the data. A breakdown is provided after each chart.

Total Tickets: 1,099

## Tickets By Category Summary (For NIDDK)



### NIDDK

1,099

#### CIT Services

636

Accounts	327
Back Office Support	24
CIT Categories	39
CIT Categories Remedy	2
Connectivity	22
DCS 7x24	1
Email	94
General Information	22
Helix Support	7
iSDP/Software Distribution	1
NIHnet	21
OS/390	5
Telecommunications	43
Training	15
Video	1
Wireless Services	12

#### COTS

161

Application Support	75
Hardware	86

#### CRC Move

1

CRC Move	1
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#### IC Applications

29

CC APPS	1
CC APPS (DCRI)	2
CC Clinical Applications	5
CC Technical Operations	1
Local LAN	13
Web Site Issue (non-CIT)	7

#### NIH Enterprise Systems

252

ADB	32
EHRP Func App Suppt	2
EHRP Security	4
EHRP Technical	4
EHRP Workflow/Worklist	1
eRA-COMMONS	1
eRA-IMPAC II	6
eRA-Software BA	1
NBS Int. Des/Dev	1
NBS-User Call	166
NED	21
NIH Data Warehouse	5
NIH Services	8

#### Security

20

Anti Virus SW	2
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**IC Ticket Report with Category Summary**  
**For 04/01/2005 to 06/30/2005**

**Snapshot Date: 7/5/2005**

Categories have been grouped to simplify the presentation of the data. A breakdown is provided after each chart.

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Security

18

# IC Ticket Report with Category Summary

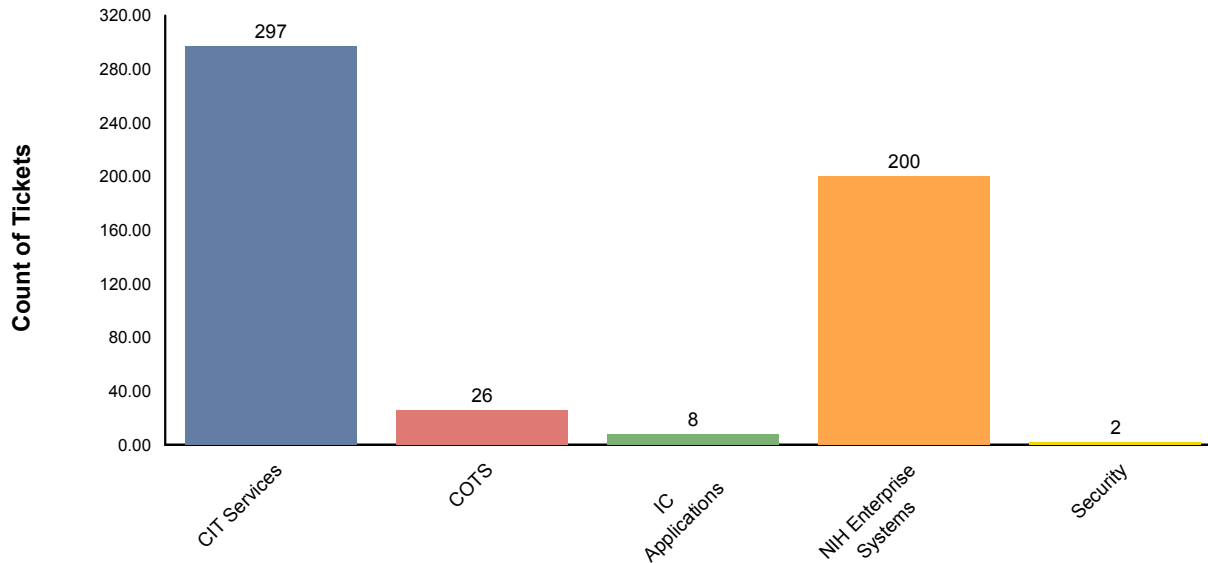
For 04/01/2005 to 06/30/2005

Snapshot Date: 7/5/2005

Categories have been grouped to simplify the presentation of the data. A breakdown is provided after each chart.

Total Tickets: 533

## Tickets By Category Summary (For NIEHS)



### NIEHS

533

#### CIT Services

297

Accounts	167
Back Office Support	17
CIT Categories	27
CIT Categories Remedy	5
Connectivity	2
Email	21
General Information	17
iSDP/Software Distribution	2
NIHnet	2
OS/390	6
Telecommunications	2
Training	6
Video	4
Wireless Services	19

#### COTS

26

Application Support	17
Hardware	9

#### IC Applications

8

CC Technical Operations	1
E-Grants	2
Local LAN	5

#### NIH Enterprise Systems

200

ADB	37
EHRP Change Management	1
EHRP Func App Suppt	2
EHRP Non-App Specific	1
EHRP Reporting	1
EHRP Security	15
EHRP Technical	4
EHRP Workflow/Worklist	4
eRA-IMPAC II	3
NBS Enhancement	1
NBS-User Call	109
NED	4
NIH Data Warehouse	12
NIH Services	6

#### Security

2

Anti Virus SW	1
Security	1

# IC Ticket Report with Category Summary

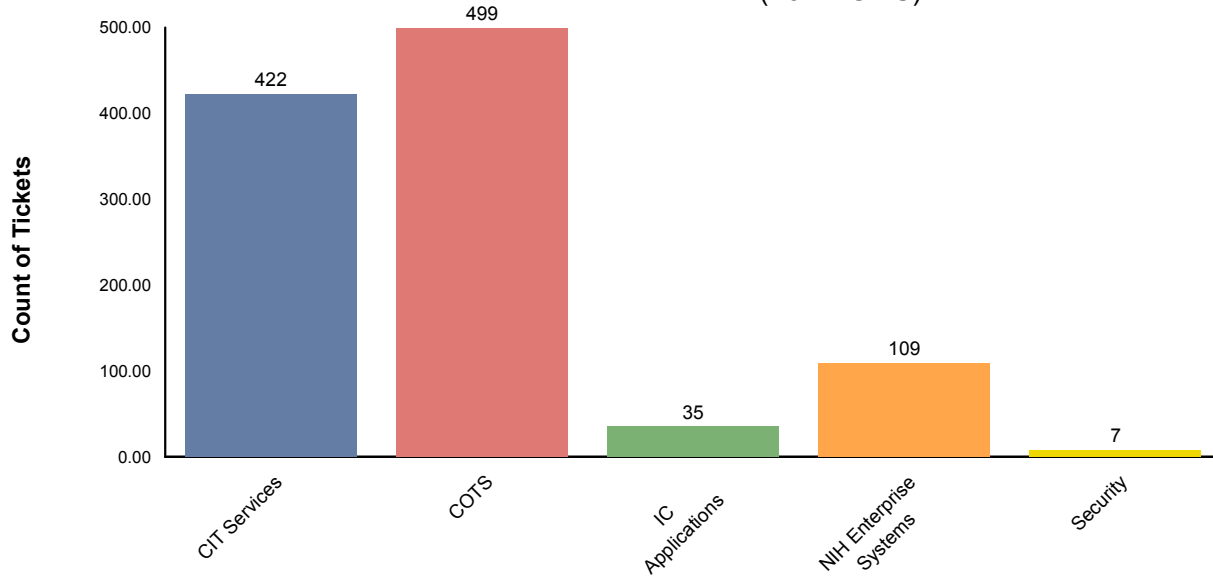
For 04/01/2005 to 06/30/2005

Snapshot Date: 7/5/2005

Categories have been grouped to simplify the presentation of the data. A breakdown is provided after each chart.

Total Tickets: 1,072

## Tickets By Category Summary (For NIGMS)



### NIGMS 1,072

#### CIT Services

422

Accounts	96
Back Office Support	91
CIT Categories	28
CIT Categories Remedy	5
Connectivity	15
Email	69
General Information	32
NIHnet	10
Telecommunications	13
Training	2
Video	4
Wireless Services	57

#### COTS

499

Application Support	229
Hardware	270

#### IC Applications

35

E-Grants	6
Local LAN	4
Web Site Issue (non-CIT)	25

#### NIH Enterprise Systems

109

ADB	4
EHRP Security	2
eRA-COMMONS	6
eRA-IMPAC II	53
eRA-Software BA	5
NBS-User Call	18
NED	2
NIH Data Warehouse	1
NIH Services	18

#### Security

7

Anti Virus SW	2
Security	5

# IC Ticket Report with Category Summary

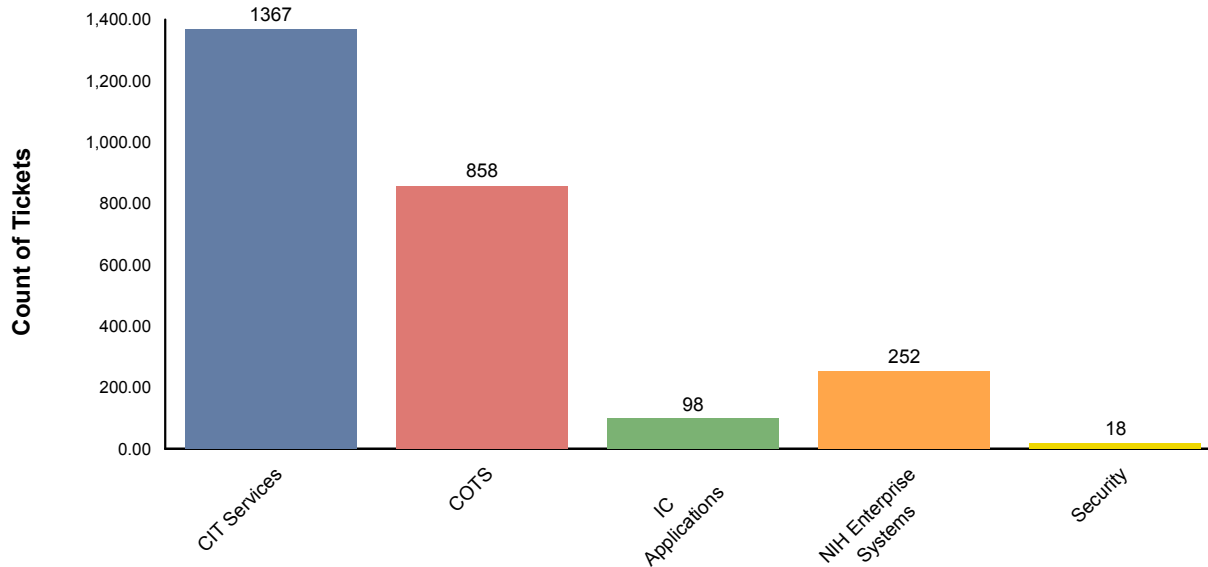
For 04/01/2005 to 06/30/2005

Snapshot Date: 7/5/2005

Categories have been grouped to simplify the presentation of the data. A breakdown is provided after each chart.

Total Tickets: 2,593

## Tickets By Category Summary (For NIMH)



### NIMH 2,593

#### CIT Services

1,367

Accounts	410
Back Office Support	127
CIT Categories	96
CIT Categories Remedy	11
Connectivity	75
Email	339
General Information	66
Helix Support	6
iSDP/Software Distribution	7
NIHnet	28
OS/390	23
Telecommunications	58
Training	12
Unix Support	2
Video	7
Wireless Services	100

#### COTS

858

Application Support	339
Hardware	519

#### IC Applications

98

CC APPS	2
CC APPS (DCRI)	6
CC Clinical Applications	11
CC Technical Operations	1
Local LAN	44
Web Site Issue (non-CIT)	34

#### NIH Enterprise Systems

252

ADB	59
EHRP Change Management	1
EHRP Func App Suppt	2
EHRP Interface	1
EHRP Reporting	2
EHRP Security	15
EHRP Technical	1
EHRP Workflow/Worklist	1
eRA-IMPAC II	12
eRA-Software BA	4
NBS-User Call	102
NED	25
NIH Data Warehouse	2
NIH Services	19
NVision	6

#### Security

18

Anti Virus SW	6
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IC Ticket Report with Category Summary  
For 04/01/2005 to 06/30/2005

Snapshot Date: 7/5/2005

Categories have been grouped to simplify the presentation of the data. A breakdown is provided after each chart.

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Security

12

# IC Ticket Report with Category Summary

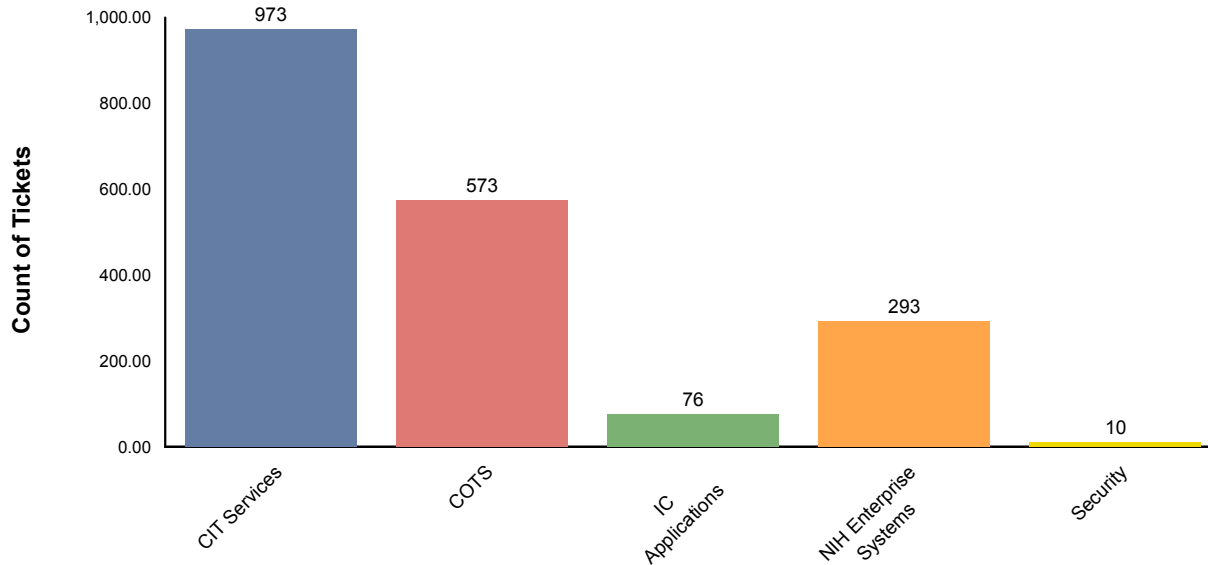
For 04/01/2005 to 06/30/2005

Snapshot Date: 7/5/2005

Categories have been grouped to simplify the presentation of the data. A breakdown is provided after each chart.

Total Tickets: 1,925

## Tickets By Category Summary (For NINDS)



### NINDS 1,925

#### CIT Services

973

Accounts	284
Back Office Support	101
CIT Categories	55
CIT Categories Remedy	4
Connectivity	53
Email	245
General Information	64
Helix Support	6
iSDP/Software Distribution	2
NECS	1
NIHnet	43
OS/390	6
Telecommunications	46
Training	3
Video	1
Wireless Services	59

#### COTS

573

Application Support	213
Hardware	360

#### IC Applications

76

CC APPS	5
CC APPS (DCRI)	9
CC Clinical Applications	3
Local LAN	27
Web Site Issue (non-CIT)	32

#### NIH Enterprise Systems

293

ADB	56
EHRP Security	9
EHRP Technical	3
eRA-COMMONS	1
eRA-IMPAC II	21
eRA-Software BA	2
NBS-User Call	140
NED	33
NIH Data Warehouse	5
NIH Services	11
NVision	12

#### Security

10

Anti Virus SW	1
Security	9



# IC Ticket Report with Category Summary

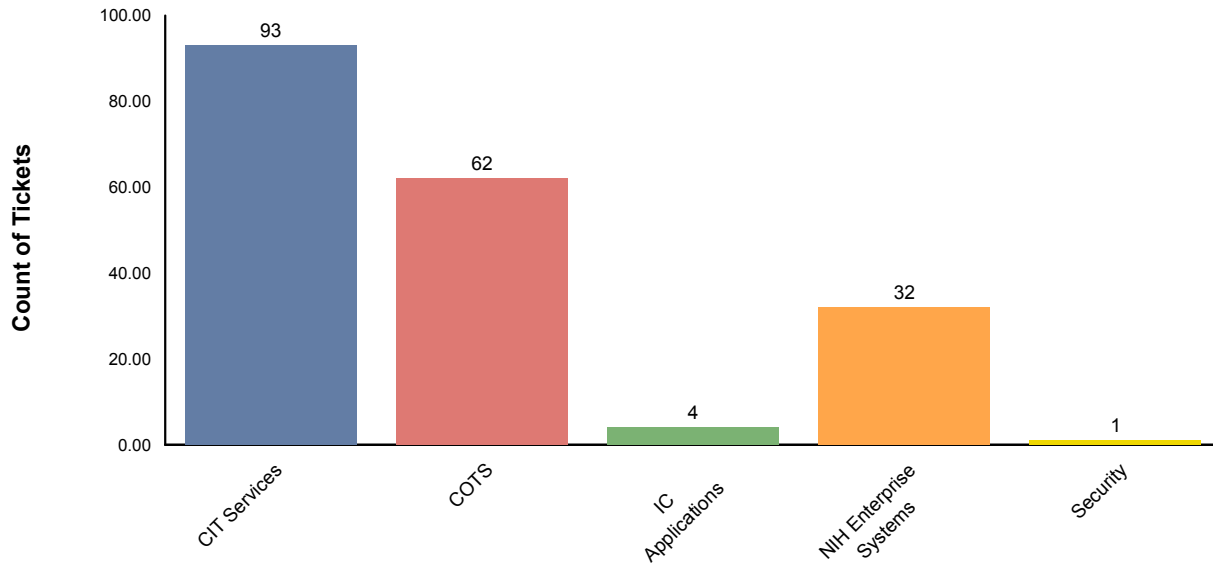
For 04/01/2005 to 06/30/2005

Snapshot Date: 7/5/2005

Categories have been grouped to simplify the presentation of the data. A breakdown is provided after each chart.

Total Tickets: 192

## Tickets By Category Summary (For NINR)



### NINR

192

#### CIT Services

93

Accounts	25
Back Office Support	14
CIT Categories	9
Connectivity	4
Email	20
General Information	4
NIHnet	4
Telecommunications	3
Wireless Services	10

#### COTS

62

Application Support	26
Hardware	36

#### IC Applications

4

Local LAN	3
Web Site Issue (non-CIT)	1

#### NIH Enterprise Systems

32

EHRP Security	1
eRA-IMPAC II	6
eRA-Software BA	1
NBS-User Call	12
NIH Data Warehouse	2
NIH Services	9
NVision	1

#### Security

1

Security	1
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# IC Ticket Report with Category Summary

For 04/01/2005 to 06/30/2005

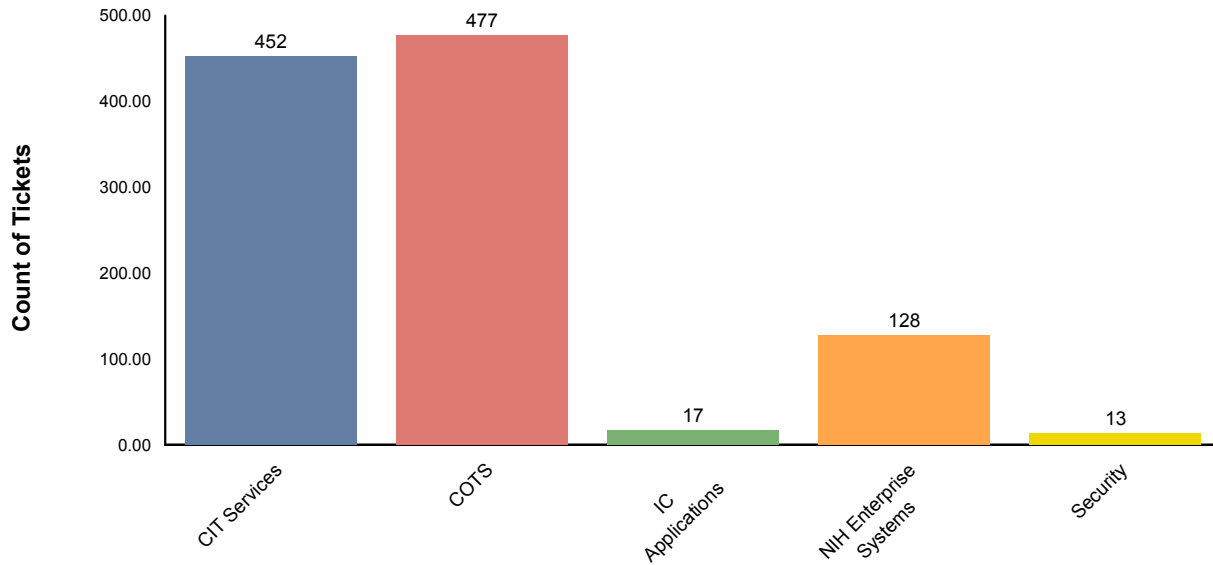
Snapshot Date: 7/5/2005

Categories have been grouped to simplify the presentation of the data. A breakdown is provided after each chart.

Total Tickets: 1,087

## Tickets By Category Summary

(For NLM)



### NLM

1,087

#### CIT Services

452

Accounts	175
Back Office Support	38
CIT Categories	38
CIT Categories Remedy	4
Connectivity	22
Email	82
General Information	37
iSDP/Software Distribution	5
NIHnet	7
OS/390	7
Telecommunications	11
Training	4
Video	1
Wireless Services	21

#### COTS

477

Application Support	249
Hardware	228

#### IC Applications

17

Local LAN	6
Web Site Issue (non-CIT)	11

#### NIH Enterprise Systems

128

ADB	26
EHRP Non-App Specific	1
EHRP Security	11
EHRP Technical	4
EHRP User Error	1
EHRP Workflow/Worklist	1
NBS Break/Fix	1
NBS-User Call	64
NED	11
NIH Data Warehouse	5
NIH Services	2
NVision	1

#### Security

13

Anti Virus SW	3
Security	10

# IC Ticket Report with Category Summary

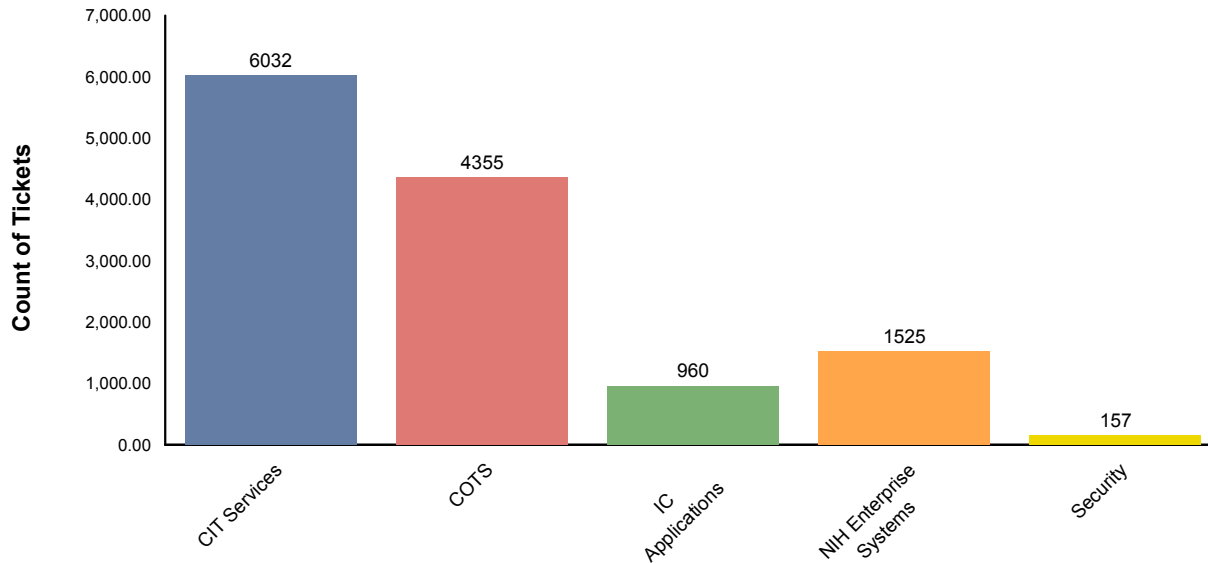
For 04/01/2005 to 06/30/2005

Snapshot Date: 7/5/2005

Categories have been grouped to simplify the presentation of the data. A breakdown is provided after each chart.

Total Tickets: 13,029

## Tickets By Category Summary (For OD)



### OD

13,029

#### CIT Services

6,032

Accounts	1,710
Back Office Support	1,027
CIT Categories	388
CIT Categories Remedy	35
Connectivity	296
Email	1,355
General Information	330
Helix Support	1
iSDP/Software Distribution	8
NECS	5
NIHnet	137
OS/390	63
Telecommunications	184
Training	100
Unix Support	1
Video	13
Wireless Services	379

#### COTS

4,355

Application Support	1,485
Hardware	2,870

#### IC Applications

960

CC APPS (DCRI)	1
CC Clinical Applications	5
E-Grants	8
Local LAN	279
OIT Categories	531
Web Site Issue (non-CIT)	136

#### NIH Enterprise Systems

1,525

ADB	288
EHRP Change Management	1
EHRP Func App Suppt	8
EHRP Interface	2
EHRP Non-App Specific	3
EHRP Reporting	6
EHRP Security	96
EHRP Technical	37
EHRP User Error	3
EHRP Workflow/Worklist	9
eRA-COMMONS	14
eRA-IMPAC II	172
eRA-Software BA	12
NBS Enhancement	2
NBS-User Call	470
NED	61

IC Ticket Report with Category Summary  
For 04/01/2005 to 06/30/2005

Snapshot Date: 7/5/2005

Categories have been grouped to simplify the presentation of the data. A breakdown is provided after each chart.

NIH Data Warehouse	56	
NIH Services	250	
NVision	35	
Security		157
Anti Virus SW	17	
Security	140	